**CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**

**Job Description**

**Job Title**: Volunteer Support Worker

**Responsible to**: Volunteer Development Officer/Session Supervisor

**Responsible for**: Assisting the Volunteer Development Officer/Session Supervisor with all aspects of training and recruitment of Specialist volunteers

**Summary of main responsibilities:**

* Liaise closely with the Volunteer Development Officer/Session Supervisor in the recruitment of skilled advisers
* Assist with the training & development of volunteers with specialist skills in the area of advice to carers
* Work closely with local carers groups to ensure closer partnership links
* Provide training in conjunction with partners and Volunteer Development Officer

to improve awareness of issues effecting carers

* Offer continuous practical support to the Volunteer Development Officer/Session Supervisor including administration support
* Report directly to the Volunteer Development Officer/Session Supervisor

**General**

* Carry out other tasks which may be within the scope of this post
* Demonstrate commitment to the aims and policies of the CAB service
* Abide by health and safety guidelines sharing responsibility for her/his own safety and that of colleagues
* Aid in the design and distribution of lesson plans and materials
* Assist the Volunteer Development Officer/Session Supervisor with the induction process of staff into the Bureau

**PERSON SPECIFICATION**

**Volunteer Support Worker**

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|  | **COMPETENCIES** |
| QUALIFICATIONS | * Good standard of general education |
| EXPERIENCE | * Recent proven work experience in Office Administration * Ability to work in a busy office environment * Ability to work as part of a team * Current experience in office systems and procedures |
| SKILLS AND ATTRIBUTES | * Good spoken and written communication skills * Excellent organisational skills * Good time management skills * Team working skills * Honest and trustworthy * Respect for confidential information |
| VALUES AND ATTITUDES | * Commitment to team working * Commitment to equal opportunities policies |
| KNOWLEDGE | * Good knowledge of Microsoft software and related packages |
| OTHER | * Willingness to work flexibly in response to changing organisational requirements * A willingness to undertake training identified in collaboration with the Volunteer Development Officer/ Session Supervisor |